

SC CUSTOMER INFORMATION ADVISORY GROUP

MEETING SUMMARY

February 9, 2000

Meeting Agenda

- **Review meeting agenda & action items (Rice)**

The CIAG discussed the minimum attendance requirement, standard graphics package, and the IM Production policies related to mail and data storage. Review of the SPA policies was not accomplished due to time constraints.

- **Minimum Attendance Requirement (Rice)**

The current requirement for CIAG meetings was revised. Six members are now required to hold a meeting. Lowered attendance on a regular basis could limit the effectiveness of the CIAG. The CIAG may revisit this issue.

- Question – Can the agenda and room number be inserted in the reminder emails? Also can the meetings be scheduled by SC-621 via the Outlook calendar?

Answer – Reminder messages will include room numbers and the agenda. MS Outlook will continue to be used to schedule the meetings.

- **Video Conferencing (VTC) in all conference rooms (Green)**

Meetings were scheduled for February 10 with the CIO's office to obtain price estimates for the infrastructure and installation on a per room basis. Once estimates are received, SC-621 will bring the costs to the CIAG and request guidance for implementation and locations.

- Question – Can we use Real Player for VTC?

Answer – No. Real Player is acceptable for receiving broadcast events (seminars), but not for interactive VTC. Additionally, Real Player degrades based on the location of the broadcast. SC has deployed NetMeeting for audio conferencing only. Based on the CIO firewall configuration and locations of VTC parties, only VTC units on the ISDN connections are able to give quality interactive conferencing.

- **Standard Graphics Package (Green)**

- Question – How is training and support for a graphics software package determined to be necessary?

Answer – It is determined to be necessary when the package is a business requirement, even if used by only one person.

- Question – If a package is not supported, can users still get training?

Answer – Yes. Coordinate through the Support Center.

- **Continued review of the IM policies (Green)**

A review of the Electronic Mail policy was presented. Current SC HQS direction has been to keep all mail and delete nothing. However, the volume of retained messages is causing longer and longer backup time (currently 14 hours). Users are encouraged to archive old messages to keep email storage needs from continually expanding.

- Question – Is training available on the archiving process?

Answer – Not specifically, but the Support Center can answer any questions you have.

- Question – Where can we store our archive information?

Answer – Every user has a personal, group and public network drive for storage of work related issues. Detail exists in the Data Storage policy.

Meeting Attendees

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Pat	Rice – Exec. Sec	SC-621	3-4556
Peggy	Burris	SC-4	6-7265 (Conference Call Attendance)
Steve	Buswell	SC-7	6-9741 (Conference Call Attendance)
Cathy	Hanlin	SC-23	3-1965
Dean	Oyler	SC-22	3-6394

Steve	Eckstrand	SC-55	3-5546
Marvin	Stodolsky	SC-72	3-4475
Emily	Knouse	SC-622	3-1577
Shahida	Afzal	ESMT	3-4941
Jeanne	Beall	SC-621	3-4587
Mike	Gercken	SC-621	3-5253
Robbie	Green	SC-621	3-6578
Jason	Kruse	SC-621	3-6592
Michael	Lynott	SC-621	3-6409
Linda	Vargas	SC-621	3-5313
David	Wigtil	SC-621	3-5730
Dick	Yockman	SC-621	3-3394

Action Items

- Action: (Rice / Griffin)
 - Schedule future meetings through the Outlook Calendar.
 - Include agenda and room number with meeting reminder emails.
 - Make historical binders for members who do not have one.
- Action: (Green)
 - Follow up with VTC installation and infrastructure costs.
 - Provide detailed information on Microsoft NetMeeting for Steve Buswell.
 - Provide links for Office computer based training (CBT's).
 - Provide training on the Archiving feature of MS Outlook.

Proposed 02/16/00 Meeting Agenda

- Review agenda and action items (Griffin)
- Continue review of Mail Storage and Data Storage policies (Green)
- Review remaining Production policies (Green)
- Review Strategic Planning and Architecture policies (Griffin)
- Present outline for next IM Today (Griffin)

Proposed 02/23/00 Meeting Agenda

- Complete review of IM policies (Green/Griffin)
- Discuss CIAG endorsement of revised IM policies (Griffin)

Proposed 03/01/00 Meeting Agenda

- Present plan to update Technology Architecture (Griffin)
- Present plan to update Business Model (Griffin)

Proposed 03/08/00 Meeting Agenda

- Present Office 2000 rollout plan (Green)

Proposed 03/15/00 Meeting Agenda

- Present Applix notification options (Green)
- Present potential system retirements (Green)

Proposed 3/22/00 Meeting Agenda

- Present Standard Desktop rollout plan (Green)

Proposed 3/29/00 Meeting Agenda

- Discuss how training is offered (Green)
- Revisit Support Center (Green)